

~~modifying configuration information of the selected entity through a workstation of a supervisor of the call center.~~

~~[Amend claim 2 to read as follows:]~~

~~2. (Once Amended) The method of changing entity configuration information as in claim 1 wherein the step of automatically monitoring entities further comprises the steps of:~~

~~monitoring physical location information of entities to provide an electronic floor plan;~~

~~displaying the electronic floor plan on the workstation of the supervisor; and~~

~~updating the electronic floor plan to provide and reflect a change in physical location information of the entities.~~

~~Amend claim 23 to read as follows:~~

~~23. (Once Amended) A system of changing entity configuration in a call center, such system comprising:~~

~~means for monitoring physical location information of entities to provide an electronic floor plan;~~

~~means for producing defined versions of the electronic floor plan on a supervisor workstation; and~~

~~means for updating the electronic floor plan to provide and reflect the changes in physical location information of the entities.~~

~~Amend claim 44 to read as follows:~~

~~44. (Once Amended) A system of changing entity configuration in a communications system, such system comprising:~~

Sub
B3
AB
Concl.

~~an entity monitor which monitors entities for physical location information to provide an electronic floor plan; a supervisors workstation that displays the electronic floor plan; and an informer that updates the electronic floor plan displayed on the supervisors workstation to provide and reflect changes in physical location information of the entities.~~

REMARKS

1. Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1-52 are pending in this application. Claims 1-43 and 46-52 have been rejected under 35 U.S.C. §103(a) as being obvious over U.S. Patent No. 5,822,418 to Yacenda et al. Claims 44 and 45 have been rejected under 35 U.S.C. §102(b) as being anticipated by Yacenda et al. After a careful review of the claims (as amended), it has been concluded that the rejections are in error and the rejections are, therefore, traversed.

2. Claims 1-43 and 46-52 have been rejected as being obvious over Yacenda et al. In particular, the Examiner asserts that

"Regarding claims 1 and 23, Yacenda teaches automatically monitor entities in a call center ('PBX/ACD')(col. 1, line 66 through col. 2, line 2): selecting an entity (Fig. 1, 17). Yacenda does not teach modifying configuration information of the selected entity. It would have been obvious to one of ordinary skill in the art at the time the invention was made to have the step of modifying configuration